

Vacancy Announcement

Announcement #	438-10142	Position	Program Support Assistant		
PayPlan	GS	Series	0303		
TargetGrade	5	Target PD		Pay Range	\$30,772 - \$40,005
Dev Grade		Dev PD		Dev Pay Range	
1st Dev Grade		1st Dev PD		1st Dev Pay Range	
Opens	05/07/10	Closes	05/27/10	Openings	1
Tour of Duty, etc	Full Time, Monday-Friday; 8:00 a.m. - 4:30 p.m.				
Special Comments	The procedures outlined in AFGE Master Agreement, Article 22, Section 8 will be followed. First consideration will be given to current Sioux Falls VAMC employees. TERM appointment NTE 3 years				
Service	Chief of Staff				
Section					
Area/Consideration	VA Employees, Veterans, Status Eligibles				
Duty Site	Sioux Falls				
Major Duties	This is a TERM Appointment NTE 3 years.				

This position is located in the Sioux Falls VA Medical Center, performing a variety of clerical, administrative and technical duties/responsibilities in support of management with the intent of accomplishing the administrative requirements of the organization.

The incumbent serves as the Program Support Assistant to the Medical Staff Coordinator for the Department of Veterans Affairs Medical Center (VAMC), Sioux Falls, SD, under the Office of the Chief of Staff. The incumbent works with the Medical Staff Coordinator to coordinate the credentialing and privileging for appointment, reappointment, special advancement for performance/achievement, and change in status of appointment processes for all full-time and part-time staff physicians, consulting and attending staff, fee basis, without compensation (WOC), contract, chiropractors, dentists, optometrists, psychologists, podiatrists, nurse practitioners (ARNP), certified registered nurse anesthetists (CRNA), physician assistants, and PharmDs.

- The incumbent interacts in a timely and efficient manner with each applicant to assist in the completion of required forms, submission of the VetPro on-line application program and documents necessary to credential and privilege the individual. Incumbent is responsible for performing a variety of clerical, administrative and technical duties/responsibilities.
- Prepares correspondence covering subject of an administrative nature, both internal and external. Maintains control of action correspondence; performs follow-up action to ensure timely reply/action.
- Receives outgoing correspondence, reviewing it for correct format, punctuation, spelling, grammatical accuracy, factual correctness, enclosures, dates, signatures, complete addresses, etc.
- Assists in resolving administrative problems by researching office files, historical data, etc.; withdrawing material for use in preparation of type material.
- Provides follow-up reminders to assure timely compliance. Maintains calendar that supports recurring meetings as well as unscheduled activities.
- Serves as backup for attending meetings and/or briefings as office representative on administrative matters. Provides staff advisory service in administrative areas to

operating officials and/or clerical support.

- The incumbent reviews Medical Staff Information System software. Responds promptly and continuously to user requests for assistance involving the use of the software program.
- Incumbent will assist in the preparation of C&P appointment packages. The incumbent ensures that all appointment and reappointment candidates are enrolled in VetPro. This is the VHA's National Credentials Data Bank. This process facilitates completion of a uniform, accurate, and complete credentials file nationwide. The incumbent is responsible for working directly with applicants in accessing VetPro and trouble shooting when concerns are addressed. Notifies providers at the time of reappraisal to update credentialing data and submit through VetPro.
- The incumbent is responsible for maintaining a purchase card account in order to submit NPDB queries, FSMB queries, SD licensure verifications, ECFMG verifications, and AMA Physician Profiles. The incumbent is the credit card holder for maintaining records and reconciling monthly charge statements. Responsible for control point activities, which include processing purchase order requests and reconciliation of transactions.

Time In Grade

Qualifications

GS-5: Applicant must possess 1 year specialized experience OR four years higher level education above the high school level.

Specialized Experience: Experience that has provided the knowledge and skills needed to successfully perform the duties of the position as described above and that is typically in or related to the position to be filled. The specialized experience must have provided the candidate with a basic knowledge of verifying and entering benefit information. One year specialized experience may have been gained by working in the federal or private sector in an insurance/billing department.

Rating Factors

KSAO #1: Knowledge of office operations, i.e. directives, administrative practices and clerical procedures, security regulations, correspondence manuals and prescribed filing systems..

KSAO #2: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #3: Ability to organize office clerical procedures to ensure proper workflow including maintaining schedules and controlling reporting systems.

KSAO #4: Knowledge and ability to operate and correctly perform operations on the Veterans Health Administration Information Systems Technology Architecture (VISTA) and personal computer programs to enter and extract pertinent data.

Application Process Current Sioux Falls VAMC Employees

- Complete and current OF-612, "Optional Application for Federal Employment" or resume.
- Copy of latest performance evaluation
- Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.

External Applicants must submit an application package consisting of:

- Complete and current OF-612, "Optional Application for Federal Employment" or resume. If you are submitting a resume, it must include the following information:
 - A. Announcement Number, Position Title, Pay Plan, Occupational Series and Grade.
 - B. Full legal name and complete mailing address
 - C. Daytime, as well as evening telephone numbers, including area code.
 - D. Country of Citizenship
 - E. Social Security Number

F. For experiences most relevant to the position, include name and address of employer, job title, starting and ending dates (month and year), average hours worked per week, supervisor's name and telephone number, and a description of your duties. If the position is (was) with the Federal government, state the series and grade or pay level. Indicate if we may contact your current supervisor.

G. Highest Federal Civilian grade held, along with the position title, occupational series and dates held.

H. For all colleges/universities attended, provide name, location and dates of attendance. Specify type and date of degree awarded, if any.

I. Description of training, honors, awards, recognition, license or certification relevant to the position.

- OF 306, "Declaration for Federal Employment. You must complete this form to determine your acceptability for Federal employment.

- Copy of latest performance evaluation

- SF-50 "Notification of Personnel Action" - Attention all previous and current Federal Status Eligible Candidates and any Veteran who received a career conditional/career appointment based on the Veteran Employment Opportunity Act (VEOA), must provide their last or most recent appointment/promotion SF-50, 'Notification of Personnel Action' which indicates proof of competitive status.

- Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.

- If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a legible copy of ALL DD-214's showing all dates of service as well as character of service (honorable, general, ect.). Note: More than one DD-214 may be needed to show all dates of service. You will be given preference based on the information you submit with your application. Failure to provide this information will deem the applicant.

- Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 with current proof of a service-connected disability. 10-point preference will only be given when proper documentation is submitted.

- References: Provide name, address, phone and relationship for three to four references

Each position that you apply for requires a separate application with the Vacancy Announcement for the position for which you are applying printed clearly on the application.

These forms may be obtained through the Human Resources Office or from www.sioxfalls.va.gov.

Application packages are to be submitted to and received in the VA Medical Center, Human Resources Office, 2501 W. 22nd St., Sioux Falls, SD 57105 not later than the closing date.

For additional information contact Patricia Hinzman, (605) 333-6852 or Patricia.Hinzman@va.gov.

WHAT TO EXPECT NEXT: Once your complete application is received we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. You will be notified of the outcome.

EQUAL EMPLOYMENT: Applicants will receive consideration without regard to race, color, sex, religion, partisan political affiliation, national origin, age, physical or mental handicap.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in processing.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.